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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NOV 05 2003

Appln. No. : 09/241,335 Confirmation No. 8596  
Applicant : XU, Xinshong Leon et al.  
Filed : February 1, 1999  
TC/A.U. : 2645  
Examiner : ESCALANTE, Ovidio  
Docket No. : 99-P-7449-US  
Customer No. :  
Title : INTERACTIVE VOICE RESPONSE SYSTEMS  
WITH GENERAL-PURPOSE BLOCKS

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT C**

Sir:

In response to the Final Office Action of September 8, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page two (2) of this paper.

**Remarks/Arguments** begin on page six (6) of this paper.

**Certificate of Facsimile Transmission**

I hereby certify that this document is being facsimile transmitted on the below listed date, consisting of the below listed number of pages, and to the below listed fax number.

Date of Trans.: November 5, 2003

Fax Number: 1-703-872-9314

No. of Pages: Eight (8)

By:   
Raquel C. West